

Specialty Case Management Services
Brain Injury Association of New Hampshire
Bureau of Elderly and Adult Services
Case Management Program Evaluation
SFY 2011

Recommendation #1: BIA needs to improve its evaluation of community participation in its initial comprehensive assessment by providing training, enhancing its supervision practices, monitoring the quality and completeness of its assessments and possibly revising the form and its procedures to include the broad definition of community participation in the rule.

How addressed: Report and recommendations were reviewed with staff regarding recommendation #1. Supervisor continues to monitor and review all paperwork that is developed by staff. Supervisor stress the importance of identifying community participation that is not medically related i.e.: doctor's appointments. For some individuals this can be difficult due to their issues the only community activities are related to their medical conditions.

Recommendation #2: BIA needs to review its policy and practice regarding developing care plans, provide training, enhance its supervision practices and/or more closely monitor the quality and completeness of its care plans to ensure that care plans:

1. contain client-specific, measurable objectives and goals with timeframes;
2. contain the services and supports needed to meet the objectives

How addressed: It is the understanding of BIANH that this recommendation is on hold until further training from BEAS is obtained. One issues that has been addressed is that not all Case Managers were listing all services that were being provided in the care plan. This has been addressed and will be continued to be monitored by Supervisor.

Recommendation #3: BIA needs to review its policy and practice regarding monitoring care plans, provide training and enhance its supervision practices and/or more closely monitor the quality and completeness of staff contact notes to ensure that:

1. contact notes address the client's needs (#22);
2. contact noted provide information regarding the adequacy and appropriateness of services (#24)

How addressed: This is an ongoing challenge for some Case Managers. Supervisor continual reminds Case Managers that their notes need to stand on their own. If it is not written in the note then it did not happen. Supervisor continually monitors notes and reminds Case Managers of the importance of proper documentation. This issues is documented at the Case Manager's annual review and placed in their files. This is discussed at each Case Managers monthly supervision as well as during monthly staffing. Supervisor continually reviews case notes in records and makes recommendations to Case Managers regarding their documentation.